

Plastic Surgery Practice

Overcomes Growing Pains in the Cloud

Founded in 2003, this plastic surgery practice performs a variety of cosmetic, plastic and reconstructive surgeries but focuses its business on cosmetic procedures of the face, breast and body. Recent growth was exciting but came with its challenges, especially related to IT operations and infrastructure. They struggled with the performance and speed of their existing systems, the patchwork of different software and hardware that emerged as they grew, and the ongoing need to keep on top of compliance requirements for the healthcare industry. The office experience technology problems almost every week and the ongoing “emergency” IT costs were skyrocketing.

The key for this practice was to define their technology needs both in the office and out. They needed a solution that offered them the speed and functionality their busy practice demanded, while giving them the peace of mind that their data was secure and they

met industry compliance standards. To do this, they migrated their systems to the cloud and not only eliminated their onsite server, but no longer had to worry about security, compliance, or staying on top of software updates and patches. For this practice, working from the cloud improved the performance of important software systems like Nextech and Quickbooks with the added benefit of being able to access those applications from any device in any location. Their IT systems started working for them, not against them.

“We worried that moving to the cloud would make our systems and email run slower. As it turned out, it was the exact opposite. Everything seems to happen so much quicker now even if I’m accessing it from home on my tablet.”

Client Overview:

13 year old plastic surgery practice who struggled with the speed and function of their IT systems as they grew.

Key Challenges:

- A slow system that didn’t always perform the way they needed it to
- An outdated server
- A patchwork of software and hardware that wasn’t compatible
- Difficult and unreliable remote access
- Unsure of security and compliance practices
- Growing IT budget

Gaining Flexibility in the Cloud

One of the key complaints at this practice was the lack of flexibility when it came to how and where they did things. Not only was access to the network when outside the office slow and painful, it also didn't always work. When it did work, there were issues with access to the necessary applications and files and the speed at which it operated. The setup of their VPN wasn't working.

The office was running on a small business server and was limited to 4GB of memory. In office and remote access to systems and email was slow. Some of the essential software the practice used was set up with a licenses tied to a single computer so any staff member requiring access had to do it from that work station. There were common issues with software licenses and limited accessibility.

After the practice moved to the cloud, staff gained flexibility in how and where they accessed their systems. Each staff member was given a single login that gained them access everything they needed. Whether they were working on their computer in the office, or a Mac, iPad, or other device from a home office, when they logged in, they saw the exact same icons. They no longer had to worry about software compatibility problems. To overcome their software licensing issues, software was tied to a user instead of a computer. Plus, the software was loaded to the cloud so it wasn't necessary to download it to each computer or take up room on a server.

Keeping Everyone on the Same Page

As the practice grew, they developed a hodgepodge of computers and software not all of which was compatible with each other. Some employees struggled with old systems and weren't able to access or open files created by employees with newer versions of the software. The office server was dated and sat in an overheated server room. When they moved to the cloud, the server was eliminated and the cost of replacing it was gone. Their cloud-based package meant that all employees were running off of the same version of any software they had access to, and any updates and patches were handled automatically. New users and hardware are easily added to the system including a process to introduce and manage staff mobile devices that access the system.

Technology Solutions Implemented:

- Moved apps, systems and files to the cloud
- Users assigned single login for all systems
- Cloud based remote access
- Standardized user systems
- Automatic, timely updates and patches
- Built in compliance, backup, and disaster recovery

Key Benefits:

- Faster operation of key programs
- Improved remote access
- Single login for access to all systems
- Compatibility between users and devices
- Compliant and secure data and systems
- Reduced, predictable IT costs

Applications Moved to the Cloud:

- Nextech
- Email
- Quickbooks
- Microsoft Office
- Files and Folders



Improving Compliance and Security for Better Peace of Mind

Like all medical practices, this office understood the importance of the security of their data and the necessity of compliance with industry requirements. Prior to moving to the cloud, they relied on an offsite tape backup system for their data. While they had a system in place, management didn't have complete confidence in how quickly they could be back up and running if something happened. And, they'd never tested the backup system to confirm it worked.

Many of the computers in the office network were running different antivirus software or different versions as updates and security patches were not always performed on time. They also had a network firewall that had outdated software. There was a general concern about the security of their system and data and what would happen if something went wrong.

The cloud solution they adopted has built in compliance that has been proven in highly regulated industries like healthcare and finance. Like all software running through the cloud, antivirus and firewalls are maintained so they are receiving update and patches on time. All their data is backed up daily and monitored. If something happens, they could likely be back up and running in less than a day. While the office still mandates best practices when it comes to security, they have less to worry about now that they have confidence in their systems.

Reducing the IT Budget

The "IT guy" the office was using was often overwhelmed with the never-ending problems. They frequently called him to fix something after it stopped working which not only meant that they were not able to use the software or hardware, but the emergency fix was going to be costly. Moving to the cloud meant software that remained updated and caused fewer problems and no server to troubleshoot. Operating in the cloud meant less frequent hardware upgrades because the requirements are lower, and the costs for software licenses like Window were eliminated. The IT budget went from unpredictable to a fixed monthly fee.

The IT Department
For Your Business

